

Wingate University Health Center
Telemedicine Policy

Purpose: The Wingate University Health Center (WUHC), has implemented this policy to provide telehealth as an option for health care service delivery to enhance access in ways that are convenient, safe, and equitable for our patients.

Definitions:

- A. Telehealth Clinical services are those services provided by a licensed provider in North Carolina.
- B. Student is someone who is a matriculated student of Wingate University and actively enrolled in classes.
- C. Telehealth platform is a HIPAA compliant platform approved for use.

POLICY

I. Eligibility for WUHC Telehealth Clinical Services:

- A. Students must be a currently enrolled student of Wingate University.
- B. Faculty and staff must be currently employed by Wingate University.

II. Formats of Telehealth Services approved by WUHC are:

- A. WUHC's approved telehealth platform is Zoom, a HIPAA compliant technology.
- B. Synchronous Clinical Services offered through the WUHC are where the WUHC provider and the student/faculty/staff participate at the same time in the clinical setting or in a non-clinical setting via Zoom, HIPAA compliant technology via video conferencing, unless that service is for reasons such as poor internet connection, dropping of the connection, no internet connectivity, etc...In those circumstances the student and the WUHC provider will participate at the same time via telephone.

III. WUHC Telehealth Clinical Services:

- A. Telehealth Clinical services are those services provided by a WUHC licensed provider in North Carolina for currently enrolled students, faculty, or staff located inside the state of North Carolina.
- B. Clinical services provided: cold/flu/Covid-19 symptoms, seasonal allergies, minor skin issues, UTIs, upset stomach, sore throat, anxiety/depression, lower back pain.

IV. Accessing WUHC Telehealth Clinical Services

- A. Wingate University students, faculty, and staff may access all Health Center services in one of two ways:
 - 1. Calling the WUHC at 704-233-8102
 - 2. Emailing the WUHC at health.center@wingate.edu

- B. Once the student or staff member has made contact with the WUHC, our staff will conduct an initial screening/information gathering session to determine what the students' needs are:
 - 1. Best met by being seen in person at the WUHC or
 - 2. Best met via a telehealth setting or
 - 3. Require a referral to a higher level of care i.e. emergency room. If the student is in another state we will not be able to provide telehealth services-they will need to seek care with a local provider within their same state. If the student is outside of the Wingate area, referral to a local provider may best assist the student in helping to work through their presenting needs.
- V. Training Requirements**
 - A. WUHC providers will have the technology competence to effectively deliver telehealth services.
- VI. Equipment**
 - A. WUHC will provide the necessary equipment for the provider to provide telehealth services.
- VII.** Comprehensive procedures that support this policy will be maintained by the WUHC and reviewed at minimal annually from the date of adoption.